Voice Maintenance
Telephone Trouble - Quick Checks

There are several questions or quick telephone checks which can assist the Help Desk Operator or technician in solving the problem. Problems in telephones can occur in any of the following areas:

1. The telephone instrument
2. The inside wiring
3. The telephone company's wiring or equipment

If the telephone trouble involves a P-Phone or digital telephone, **DO NOT** try another telephone in the jack or swap telephone equipment as is suggested.

If the problem is not resolved by any of the following quick checks, the problem should be reported to the CMS Voice Help Desk.

General Telephone Trouble/Security Alarm Installation:
☑ Telephone trouble may occur when resetting or installing an alarm system.
☑ Specify the type of sound heard.
☑ Was the security alarm recently installed?

Answering Device or TDD/TTY:
☑ Check the electrical plug.
☑ Is the power turned on?
☑ Is it properly plugged into the wall jack?
☑ Is the recording working correctly?

Area Calling:
☑ Is the call long distance or local?

Beeping:
☑ If the telephone is beeping every three seconds, it is the fax machine signal. You need to transfer the line to your local fax machine.
☑ If it is a short beep during conversation, there is a recording device on the other end of the line.
☑ Are the batteries low in the phone or headset?

Buzzer:
☑ Check volume control, is it turned up?

Cannot Be Heard:
- ☑ Check volume control.
- ☑ Check MUTE button - is it on?
- ☑ Is it a defective transmitter unit or handset cord? - Try using a handset or cord from other compatible telephones.
- ☑ When did the trouble begin (i.e. when moving handset cord or all the time)?

Cannot Hear the Other Person:
- ☑ Check volume control.
- ☑ Is it a defective transmitter unit or handset cord? - Try using a handset or cord from another compatible telephone.
- ☑ When did the trouble begin (i.e. when moving handset cord or all the time)?

Cannot Receive Calls:
- ☑ Is the telephone forwarded (106) to somewhere else? If so, deactivate the forwarding by dialing 107 in Springfield and Chicago Centrex areas.

Cannot Release the Call:
- ☑ Check switchhook.

Cannot Call Out:
- ☑ If there are multiple extensions, check that they are all hung up.
- ☑ Is there a dial tone?

Clicking Sound:
- ☑ What kind of clicking sound?
    - If there is sound in the handset, it might be static (see static).
    - If it is a nonstop, repeated clicking, it is trouble in the central office and needs to be reported.

Cannot Conference a Call:
- ☑ What is the conference call method used?

Console:
- ☑ What kind of switchboard is used?

Crosstalk:
- ☑ Is the conference button pushed?

Cuts Off Calls:
- ☑ Does the problem occur with local, long distance, or all calls?

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Display Not Working:
- ☑ Check batteries, especially if it is a Comdial telephone.
- ☑ Try to unplug and plug it back in, and press the reset button.
- ☑ Electronic telephones generally have three components that directly affect a display's operation.
  1. Telephone's microprocessor (or CPU).
  2. The CPU's time base crystal.
  3. The display assembly.
- ☑ Transformer may be unplugged.

Fades In and Out:
- ☑ Does it occur with local, long distance, or all the time?

False Busy:
- ☑ Is the telephone call forwarded (106 - in Springfield and Chicago Centrex) to another number?

Echo:
- ☑ Does it occur with local, long distance, or all the time?

Hearing Device:
- ☑ What kind of hearing device is being used?

Hold:
- ☑ Did the user use the hold button or the hold method?

Hollow Sound/Humming on the Line:
- ☑ Does it occur with local, long distance, or all the time?

Inside Wiring:
- ☑ No telephone will work when plugged into one specific jack, but all the tested telephones work when plugged into other jacks.
- ☑ Heavy static associated with one or more, but not all, telephone jacks.
- ☑ Cannot get a dial tone, make, or receive calls. The bell will not ring when the telephone is plugged into one specific jack. An open circuit in the wiring due to a broken connection is usually responsible for one or more dead telephones.

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Keypad:
- ☑ Digits on keypad are not registering. No tones (or only one tone) are generated when a key is pressed, or the key must be depressed firmly. The assembly needs to be replaced.

Light Out:
- ☑ What button light is out?
- ☑ Identify the feature.

Line Cord/Mounting Cord:
- ☑ Is it hard-wired or modular (one that has a clip on it)?
- ☑ Try exchanging the line cord or mounting cord to ensure that the cord is at fault.

No Dial Tone:
- ☑ Check electrical plug.
- ☑ Is the power on?
- ☑ If you have multiple lines on the telephone, try to get dial tone on another line.
- ☑ Make sure the telephone is plugged into the wall jack. If there is no dial tone, unplug and plug it back in. Listen for a dial tone.
- ☑ Is the handset connected to the telephone?
- ☑ Is the problem with the telephone or the wiring? (**DO NOT** attempt these quick checks if the problem is with a P-Phone).
    - Replace the components of the telephone one by one with components from a good telephone (handset, cord to handset, base, cord from the wall).
    - Unplug the telephone and plug it into another wall jack that is working. If the problem still exists when the telephone is in the new jack, then the trouble is probably in the telephone.
    - Plug another working telephone into your jack to see if it is working. If not, it is likely that the trouble is with the wiring or the telephone line is not operational. If it works properly, the problem is probably in your telephone.

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N*oise:*
- ☑ When did the trouble begin (i.e., when moving handset cord or all the time)?
- ☑ Check the handset cord and its connection.
- ☑ Check the switchhook. Contacts may need cleaning or adjusting. Any dirty or loose contacts can cause random interruption in the circuit.
- ☑ Line cords that are pulled, bent, or twisted can establish intermittent connections that cause noise. Check or try exchanging to see if the cords are defective.

Paging System:
- ☑ What is the main number in the paging system?

Power Supply:
- ☑ If they have had a power failure recently, did they reset the telephone properly?
- ☑ Contact engineer or building manager to verify that the power is working.

Programming:
- ☑ What feature are they trying to program (i.e., speed dial, CFA/CFB, etc.)?

Ringing on Line:
- ☑ Is it background noise? If so, it might be a problem in the central office.

Speed Dial:
- ☑ Is the problem with the feature dial of the telephone or with the system?
- ☑ Is it individual or group speed dial?

Static:
- ☑ Try tapping the handset on the desk - that sometimes clears up the trouble by loosening the carbon granules in the mouth piece.
- ☑ Static can also be caused by worn cords. Shake the cords while listening to the telephone. If the static seems related to the movements, the cord needs to be replaced.
- ☑ Check the cord to the wall jack, is it defective?
- ☑ If the cord is not a problem, try replacing the handset with one from a working telephone.
- ☑ Ask if Local, Long Distance, or Both.

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Transfer:
- ☑ What method was used to transfer calls (switchhook, transfer button)?

Voice Mail:
- ☑ If the voice mail is Centigram Voice Mail, the user should call (217) 55R-HELP or (217) 557-4357.
- ☑ If voice mail is Ameritech Voice Messaging systems, the user should call the Ameritech Voice Mail Help Line at (800) 348-9960.

Volume:
- ☑ Find out if they cannot hear or cannot be heard.